MIXVEL

MixVel Cashier
User Manual

Pages 62

Release: 1.9.0.1
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2026

History of changes MixVel Cashier

Version	Date	Author	Changes
MVP	20.12.2023	MixVel	Document created.
1.0	30.05.2024	MixVel	Added: 1. Functionality for adding ancillary services to an existing order. 2. Functionality for adding special service request remarks (SSR) to an existing order. 3. Functionality for adding other remarks (OSI).
1.1	30.05.2024	MixVel	Added: 1. Search for corporate rate offers. 2. Ability to manually fill in passenger categories for search. 3. Ability to print itinerary receipts.
1.2	30.05.2024	MixVel	Added: 1. Automatic return calculation procedure and order return procedure. 2. Functionality for viewing the terms of application of the fare in the search results page, on prebooking and in a created order. 3. Functionality for editing passenger data in an existing order.
1.3	24.07.2024	MixVel	Added: 1. Technical support. 2. EMD display. 3. Catalogue of passenger document types. 4. Functionality for passenger data editing in a paid order. 5. New block "Special services". 6. Functionality for editing and removing passenger contacts. 7. New payment cancellation user interface.
1.4	27.09.2024	MixVel	Added: 1. An automatic calculation for itinerary exchange. 2. Functionality for adding a personal identification document to a passenger. 3. Functionality for adding a visa to a passenger. 4. Functionality for adding passenger address of stay or residence address. 5. Functionality for removing a passenger without seat (infant) in an unpaid order. 6. An ability to use any special passenger category code (PCC) for search, booking and while editing passenger data.

				Additional changes: ● Flight dates calendar now works differently; ● Added notifications and marks for changes in an order; ● The fiscalization page for transactions is available only to agents who have specified cash registers and POS terminals in their settings; ● Added association with passenger or segment check for remarks (SSR, OSI).
1.5	18.11.2024	MixVel		Added: ● A display of detailed baggage and carry-on allowances; ● Operations with insurance services: search, booking, payment, payment cancellation; ● Additional search filters; ● An authorized "ISTOCK" login for TCH session users. Additional changes: ● An additional data validation; ● Date calendars including birth date selection now work differently; ● Improved toponyms catalogue; ● Changes in Special Service Remarks section; ● A default document selection for adult and children passengers; ● An EMD number for issued services is now in an ancillary service block; ● Display number of a particular ancillary service; ● User interface improvements (redesign).
1.6	10.02.2025	MixVel		Added: ● Functionality for insurance services; ● Session selection; ● A direct flight exchange for a connection flight and vice versa; ● An M2 flights search; ● A separate selection of year and month for passenger birth date and document validity date; ● View passenger data, route cost for passengers and services cost separately on payment page; ● A new "CHNG." and "DEL." marks for remarks and services; ● A time period selection for "departure time" and "arrival time" search filters; ● Added departure and arrival terminals display.

			Additional changes: - Fixed order search by PNR locator with mixed case error; - Fixed currency display in offer cost details; - Fixed display of "payment" field data for EMD or ticket view; - Added phone number validation for foreign numbers.
1.7	19.05.2025	MixVel	**Added:** - An automatic refund calculation and automatic insurance services refund; - A display for basic and additional baggage allowances as set by the carrier; - A display of amount to pay or already paid in order information; - Financial reports. The current release includes only sales transactions. Transaction time is specified in UTC. - Functionality of accounting for transactions for fiscalization on a cash register connected to the Cashier module or a third-party module. - A VT VPD payment method; - A second authorization factor: A security code is sent via email; - A rules of remark association check. **Fixed issues:** - Sales point email added as agency contacts; - Display of the terms of application of the fare for imported orders; - Additional payment for a service in a previously paid order with cancelled payments for services.
1.8	21.08.2025	MixVel	**Added:** - A KR VPD (credit) payment method; - A system notifications display; - A list of all completed strict reporting forms on the Order page; - English localization for Web-application; - A display of order or session or interface currency in the side navigation bar; - A display for Special Service Remarks' association to a segment in the Special Service Remarks block. **Fixed:** - An issue with adding passenger contacts;

			● Default currency for a user is now set in "Currency" search form field; ● A simultaneous addition and removal of remarks from the order cache; ● A removal of one particular remark from the order cache when there are several unsaved remarks; ● An SSR association with a segment; ● An SSR association to an order, without association with a passenger or a segment.
1.9.0	20.11.2025	MixVel	Added: ● Manual addition of agent commission; ● Viewing a list of user-created orders ● Ability to change the interface language on the authorization screen ● A checkbox for consent to the processing of personal data ● Booking cancellation with the ability to remove segments ● An option to decline a refund certificate Fixed: ● Double Surname must be entered with a space when booking.

Table of contents

1. About Web-application MixVel Cashier

1.1. General information

Web-application MixVel Cashier is an application for agency employees, which allows the user to search for travel content, book it, process it, and carry out secondary operations using a graphical interface. Work in the application is carried out in accordance with the settings defined in the MixVel agency personal account.

1.2. MixVel Glossary

Cashier is a role with access to the MixVel Cashier interface. Permissions are granted and described within the Boss Personal Account. Access rights to Cashier functionality are customizable and can be expanded to supervisory levels.

Pop-up is a window with additional functionality of a web application that pops up on top of the main application window.

Web-application MixVel Cashier is an application for agency employees that allows them to search for travel content, book it, process it, and carry out secondary operations using a graphical interface.

Ancillary services are any services, except air transportation, provided in MixVel by Carriers or Service Providers.

OSI (Other Service Information) information remark - carries only an informational load and does not require any action from the carrier.

CRE (cash register equipment) is a specialized agent's equipment that provides: recording and storing fiscal data; generating and transmitting fiscal documents to the tax authority via a fiscal data operator (FDO); and printing fiscal documents.

The MixVel Cashier web application cache is a specially organized storage space for order modification operations. The cache contains information about all user operations performed on an order before changes are saved.

Boss Personal Account is the agency administrator's personal account for managing the MixVel agency.

Itinerary receipt is a part of an electronic ticket or multi-purpose document that confirms payment or refund of a route or service.

Order control panel is a toolbar on the created order screen that allows the user to perform operations with the order (adding services, remarks, payment, splitting, exchange, return, canceling a sale, etc.)

Carrier — an airline or other transport organization that provides information about its services to MixVel for the purpose of booking and processing them.

Agency User is an Agency entity within the MixVel environment, created by the Client for each of the Client's employees who works directly with end consumers and has the ability to book and process Travel Content.

Service provider is an organization that provides MixVel with information about services for the purpose of booking and processing them.

Special Service Request (SSR) is a special code used to indicate information about individual passenger requests.

Point of sale (structural division) is a basic structural element in the MixVel agency administrator's personal account, allowing the agency administrator to grant access to employees in specific physical points, and the MixVel Web-application user to log in to a specific point of sale to carry out and fiscalize financial transactions.

Travel content is a collection of information about passenger transportation services by air, rail, road, and water, accommodation services, and ancillary services presented in MixVel and available to agency Users in accordance with their sales rights.

Fare application conditions (Fare Rules) are formalized conditions under which, if a passenger fulfills these conditions, the airline will provide him with a specific fare for transportation.

Session (sales stock) is a user's authorization to issue tickets on behalf of a specific ticket holder. A user may have access to issue tickets in sessions for multiple ticket holders if this is enabled through the Boss Personal Account. At any given time, the user operates on behalf of a specific ticket holder. The user selects a sales stock for aviation content.

The ticket holder is a specific airline, TCH, BSP, or other provider of non-aviation content.

Sales report - a list of the user's financial transactions for a specified period of time.

1.3. System requirements

Minimal system requirements:

- An officially supported version of the Windows or MacOS family of operating systems with updates installed;
- A web browser from the specified list with updates installed:
  - Google Chrome;
  - Yandex Browser;
- Screen resolution not less than 1366x768 px;
- CPU — Intel Pentium Celeron 1.8 GHz or higher;
- Intel Core 2 Duo or Arm 2,4 GHz or higher for MacOS;
- RAM — not less than 2 GB;
- Internet access with a speed of at least 2 Mbps.

2. Working with the MixVel Cashier Web Application

2.1. Authorization

Authorization is required to start working with the MixVel Cashier Web application.

Here is the link to the MixVel Cashier authorization page https://cashier.mixvel.io/

In the upper right corner of the screen, the user can change the authorization interface language by selecting the corresponding toggle. The login windows support two languages: RU (Russian) and EN (English). The selected language will be saved and applied to all subsequent authorization windows.

Authorization language selection button

Authorization starts with entering the user's username and password:

- Login – the user's MixVel Cashier email address;
- Password – the user's password for user's MixVel Cashier login;

Then click the "Login" button.

Authorization page

If authorization errors occur, the user must reset the browser cache.

During first-time logging in the user should consent with the Processing of personal data by marking the appropriate checkbox. This consent is given once upon registration or upon authorization after installing the update to version 1.9.0 or later. The user will be informed of the need for consent by a red banner under the authorization window.

Authorization page with the agreement required

Personal Data Processing and Protection Policy for Users of the MixVel LLC Personal Account

A consent to the Personal Data Processing and Protection Policy for User of the MixVel LLC Personal Account

The next step is to select a point of sale.

Structural unit and Session selection page

A point of sale is a basic structural element in the MixVel environment. It allows agencies in one point of sale to select different seances (provider sessions).

Select a point of sale from the drop-down list, then click the "Select" button. Changing the point of sale is possible only if the corresponding change is enabled in the MixVel agency's Boss Personal Account. If the user has access to multiple points of sale, they must log in by selecting the point of sale based on their physical location.

If the user selects the incorrect point of sale during authorization, the user can return to the previous window by clicking the "Back" button in the browser tab.

After selecting a point of sale, if a point of sale has access to content from multiple sessions/ seances (sales stocks), the user will be prompted to select the session in which to work in the web application.

The user must select an available session from the drop-down list and confirm their choice by clicking the "Select" button.

2.1.1. Password restoration

After three unsuccessful authorization attempts the user account will be temporarily blocked. The user needs to contact the agency administrator to restore user access.

The "Authorization" page has the option to restore the user account password. By clicking the "Forgot password?" button the user will start the password restoration process. Next, it is required to enter the email address used to register as an agency employee (available in MixVel Cashier user settings) and click the "Recovery" button. After entering the email address and clicking the "Recovery" button, an email with further instructions will be sent to the specified address.
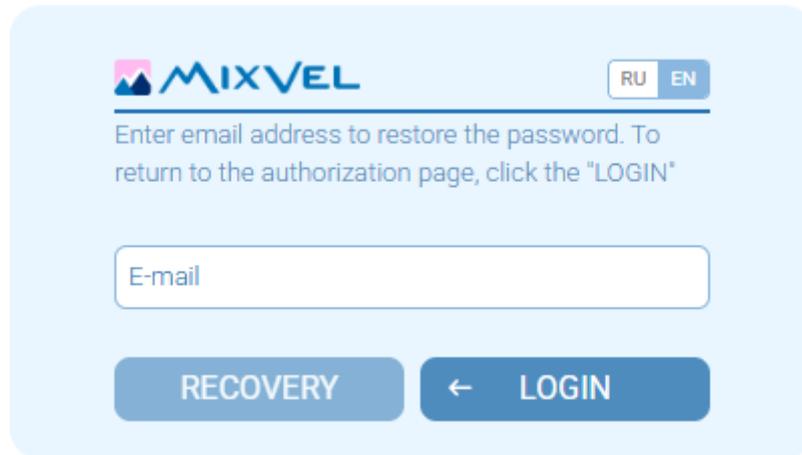
"Password Recovery" page

2.1.2. Authorization interruption

If the user stays inactive for 60 minutes, the MixVel Cashier web application will automatically log out of the account for user data and application data safety purposes. Next, the MixVel Cashier web application will prompt the user to log in again.

2.2. Search for offers

After successful authorization in the MixVel Cashier web application, the user will be directed to the main search section, where they can search for a route using various additional parameters.

The "Search" section allows the user to search for a simple or complex route. To search for an order or view an active order, the user can use the "Order" section.

2.2.1. Search parameters
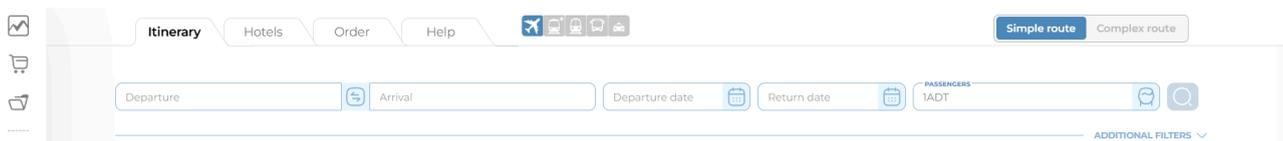
Search parameters

1) <u>Main search filters:</u>

- **Departure and Arrival** fields are required. The user must begin by entering either a city/airport/station code, or a city/airport/station name using a Cyrillic or Latin keyboard. When typing in the fields, the system displays suggestions from the MixVel city and station catalogue. To complete entering in the field, select a value from the pop-up suggestions. The current release includes graphical

suggestions for city and airport searches. If the city and airport codes are the same, the user can select the desired value with the corresponding icon.
Mixing alphabets is prohibited.

City	*Airport*

- **Departure Date and Return Date.** Departure Date is a required field. The user can enter the date manually in the DD/MM/YYYY format or use the drop-down calendar. To select the year and month, the user must click the corresponding fields in the calendar and select values from the drop-down lists for the year or month. The flight route search is limited to 365 days from the current date.

Drop-down calendar

- **Passengers** is a required field. The user can manually enter the passenger category in the 1KKK/ format, where
  "1"- number of passengers per category
  "KKK" - the 3-letter passenger category code
  "/" - a separator, which will be automatically added.

When entering a category using the keyboard, the system will display a suggestion with the category code and name. It is possible to search for offers with special passenger category codes.

Manual passenger category entry

Alternatively, the user can select passenger categories from a list of frequently used categories. The user can expand the list of frequently used categories by clicking on the person icon. Next to each category, the user can manage the number of passengers in that category.

Frequently used categories list:

- ○ ADT Adult 12+
- ○ CNN Child 2-12
- ○ INF Infant 0-2 without seat
- ○ INS Infant 0-2 with seat

To confirm the selection of passenger categories and the amount of passengers for each category the user should press the "OK" button.

Drop-down list of frequently used passenger categories

The default passenger category and the amount of passengers for the category is 1 ADT.

2) Additional search filters:

- **Cabin** is an optional field with values from a drop-down list. Using this filter limits the end results by the class of service or cabin; The available options are: Economy/Premium Economy/Business/First (by default the search is not limited to any cabin).
- **Subclasses (RBD)** is an optional field. It is possible to use a Cyrillic or Latin keyboard, mixing alphabets is prohibited. A maximum of 3 RBDs can be entered. A separator (a comma) will be added automatically.
- **Brand** is an optional field. Using this filter allows the user to find airline fares, which include flight services and sets of ancillary services, bundled into commercially recognizable groups with different price levels. Only one brand code of maximum 10 symbols (latin letters and numbers) may be entered.
  When using this filter, the user must specify the carrier in the "Carriers" field.
- **Carriers** is an optional field. Using this filter, the user can find particular airlines by the airline code. It is permitted to use a Cyrillic or Latin keyboard (2-3 letters) and both IATA and TCH codes are supported.
  This field becomes mandatory when the "Brand" filter is used.
- **Departure Time** is an optional field defining the departure time from/to and is filled in the format HH:MM-HH:MM. The filter is based on the departure time interval of the first flight in the search.
- **Arrival Time** is an optional field defining the arrival time from/to and is filled in the format HH:MM-HH:MM. The filter operates on the arrival time interval at the final destination of the requested route.
- **Connecting city** is an optional field. The user must begin entering the city, airport, or station code, or the city, airport, or station name—or one of them using a Cyrillic or Latin keyboard. As the user enters the fields, the system will offer suggestions from the MixVel catalogue of cities and stations. The user must select a value from the pop-up suggestion. Mixing alphabets is prohibited.

- **Form of payment** is an optional field with values from a drop-down list. Available payment types are CA (cash) and IN (payment order). The payment type can be changed during the order payment process.
- **Currency** is an optional field. The user should begin entering the currency code or currency name using a Cyrillic or Latin keyboard. The system will offer suggestions from the MixVel currency catalogue according to the symbols entered by the user. Next, the user should select the currency value from the pop-up suggestion. Mixing alphabets is prohibited.
- **Search type** is an optional field with values from a drop-down list. It is available to select between Regular search type or a Corporate agreement search type. By default this field is set to "Regular". Selecting the Corporate Agreement search option will open additional fields for data entry. For more information on the Corporate Agreement search, see the "Search for Tripartite (3D) Agreement Proposals" section. Multiple corporate agreements can be added by clicking the "+" button.
- **Direct Flights** is an optional parameter. This filter allows the user to find only direct flights.
- **Allow airport change** is an optional filter that enables users to include connecting flights with airport changes within the same city.
- **Baggage** is an optional parameter. Using this filter, the user can find only offers with free baggage included in the offer price.
- **Hand Luggage** is an optional setting which will display offers with carry-on luggage included in the offer price.
- **M2 agreement** is an optional parameter. This filter allows the user to find only offers under M2 agreement.

2.2.2. Route search. Simple route

A simple route search is used for a single destination, either outbound or roundtrip. The search requires completing four mandatory fields. Additional search parameters are provided in separate fields and are optional. These allow the user to refine the search according to specific requirements.

Required fields:

- Departure;
- Arrival;
- Departure Date
- Passengers.

Return Date is optional.

The user can access additional filters for simple route search by clicking the "Additional filters" button:
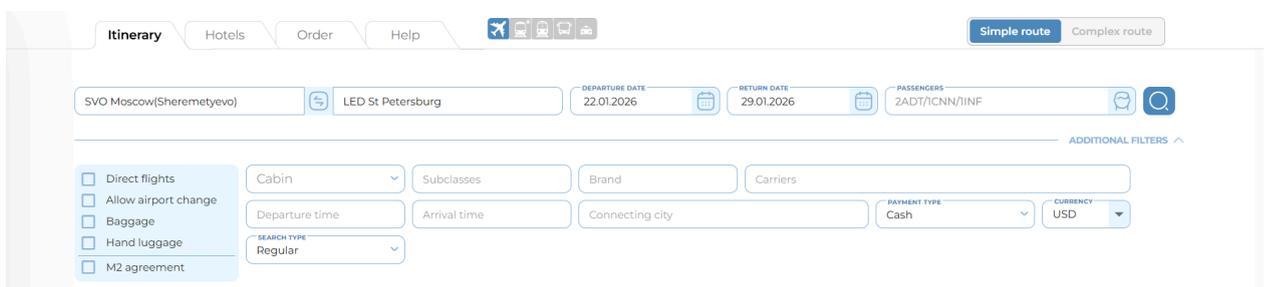
Additional filters

Additional filters include (see the Additional Parameters Fields section):

- Cabin (class of service) selection;
- Carrier selection;
- Search by subclass (RBD);
- Filter by brand name;

- Search for baggage offers only;
- Search for offers that include hand luggage;
- Search with departure time restrictions;
- Search with arrival time restrictions;
- Search for direct routes only;
- Connecting routes only, specifying the connecting city (or airport);
- Search for routes with a change of airport;
- Calculation of offers in a specific currency;
- Search for offers specifying multiple corporate agreements;
- Search for Cash or Invoice payment types;

- M2 agreement (This functionality enables the sale of interline transfer itineraries involving multiple airlines that participate in the Multilateral Interline Traffic Agreement (MITA). The Transport Clearing House (TCH) acts as the administrator of the M2 Multilateral Agreement.)

2.2.3. Route search. Complex route

A complex itinerary is a composite route and can include more than one flight direction. To search for a complex itinerary, click "Complex Route" in the upper right corner of the flight search window. Additional segments can be added to the route by clicking the "Plus" sign, and segments can be removed by clicking the "Delete" cross button at the end of the main parameters line. By default, the complex itinerary search form contains at least two route lines.

Complex route search

Required fields:

- Departure;
- Arrival;
- Departure Date;
- Passengers;

Complex route search form includes general route search filters:

- Direct Flights;
- Allow airport change;
- Baggage;
- Hand Luggage;
- Search type;
- Form of Payment;
- Currency;

Additional search filters for each route part are unavailable in the current release.

2.2.4. Offer search for tripartite (3D) agreements

To search for offers with confidential discounts under corporate contracts, the user must change the search type by selecting "Corporate Agreement" in the "Search Type" field.

Additional parameter "Search type"

Corporate fares are confidential and cannot be publicly sold through the MixVel Cashier web application. Their use is restricted by the terms of a tripartite agreement between the Airline, the Corporate Client, and the Agent. The Agent receives the parameters necessary for searching for confidential fares in the tripartite agreement.

After changing the search type, the MixVel Cashier web application interface will display several additional fields:

- **Airline (Carrier)** — input field for the airline code (IATA or TCH), 2-3 characters. Optional.
- **Contract Number** — input field for the software contract identifier. Optional.
  When using the MixVel text terminal, the agent uses the discount document to add a discount code.
- **Discount Code** — software account identifier input field for automatic pricing of flights with special discounts. This parameter is mandatory. Discount codes must begin with ACC or IDT.
  When using the MixVel text terminal, the agent uses the OTHSACC special service remark to add the contract number.
- **TourCode** — input field for the tour code. Optional.
  When using the MixVel text terminal, the agent uses the OTHSCDTR special service remark to add a tour code.

If the user needs to specify multiple corporate contracts for the search, the user can enter information for multiple contracts simultaneously using the "Add" plus button, which will add an additional set of fields.

The "Corporate Agreement" search type can be used to enter promo codes and other discount codes.

2.2.5. Search results

After clicking "Search Flights" for a route with the specified parameters, the user receives a list of commercial offers for transportation. The search results page contains the following information and structure:

Route search results

1. A row with the number of passengers used in the search, divided by category:
   a. total number of passengers;
   b. passenger category and the number of passengers for each category.

A row with passenger categories

2. An offer may consist of one or multiple flight segments. All flights within a single offer are grouped together under a blue banner featuring a "Price" button and a fare rules button labeled "Rule".

3. "Price" button – displays the total price of the offer in the user's selected currency, shown as a numeric value followed by a single-character currency code (e.g., "1,250 €"). Tapping this button initiates the booking process.

4. "Details" Arrow Button – positioned to the right of the Price button, this button expands a detailed breakdown of the route's pricing and the number of tickets included in the offer.

A single offer without price details

U6 267	Joint Stoc... 320	DME - 17:45 30 Jan,Fr	SVX - 22:15 30 Jan,Fr	2h 30 min	10 kg ⬤ No	🔄 💺 🍴 🍸	O1 Economy PR—PROMO	Rule
Connection: 20 h 55 min								18 803,00 P
U6 571	Joint Stoc... 32N	SVX - 19:10 31 Jan,Sa	VVO - 07:15 01 Feb,Su	7h 5 min	10 kg ⬤ No	🔄 💺 🍴 🍸	O1 Economy PR—PROMO	

DME - SVX: U6 - 267 30 JAN

Acc. Code: **262**   Coupon: -   Class: **Economy**   Miles: -   Seat selection: **Paid**   Business lounge: -   Refund: **Yes**   Refund before: -
Refund after: -   Exchange before: -   Exchange after: -   Noshow: -

Passenger category	Fare code	Hand luggage	Baggage	Amount x1	Equiv amount x1	Taxes x1	Fees x1
ADT: 1	OPRSW	10 kg	No	13 440,00 P	0 P	1 876,00 P ⓘ	0 P

SVX - VVO: U6 - 571 31 JAN

Acc. Code: **262**   Coupon: -   Class: **Economy**   Miles: -   Seat selection: **Paid**   Business lounge: -   Refund: **Yes**   Refund before: -
Refund after: -   Exchange before: -   Exchange after: -   Noshow: -

Passenger category	Fare code	Hand luggage	Baggage	Amount x1	Equiv amount x1	Taxes x1	Fees x1
ADT: 1	OPRSW	10 kg	No	0 P	0 P	3 487,00 P ⓘ	0 P

1 ticket

1 travel document per 1 passenger

ADT
1 adult

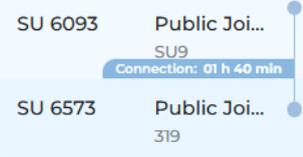*A single offer with price details expanded*

5. "Rules" Button – displays the Fare Rules applicable to the specific offer. These rules will open in a pop-up window.

6. The blue informational field labeled "Carry-on and Baggage Allowance" is clickable. By tapping it, the user can view detailed baggage information for all passenger categories included in the search: all permitted baggage options under the applicable allowance, as well as additional baggage options that fall outside the free baggage allowance. The field displays the allowance corresponding to the oldest passenger category in the search.
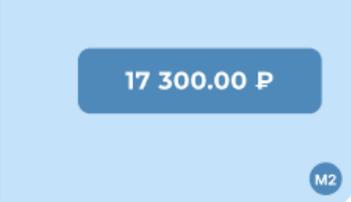

A pop-up window with detailed baggage rules

7. Main offer information:

Legend	Description
GE 324	Airline code and flight number
✈ SVO (D) - 22:30 21 Nov,Fr	Departure airport (including terminal, if applicable), departure time, departure date, and day of the week

🛬 KJA (1) - 07:10 22 Nov, Sa	Arrival airport (including terminal, if applicable), arrival time, arrival date, and day of the week
🕐 4h 40 min	Flight duration
🧳 5 kg 🎒 1 x 20 kg	Baggage and carry-on allowance (clickable button)
🔓 💺 🍴 🍸	Additional fare attributes from the brand: ● Refundable fare indicator ● Seat selection included in fare ● Meal included in fare ● Lounge access included in fare
S9 Economy Z — ECONOMY LITE	Booking class (sub-class), number of available commercial seats, cabin class, brand code, and brand name
1 ticket ――――― 1 travel document per 1 passenger	Number of tickets in the offer or order Number of tickets per passenger
SU 6093 Public Joi... SU9 Connection: 01 h 40 min SU 6573 Public Joi... 319	Connection details and layover duration
Rule 6 720,00 ₽	Price button – initiates the order creation process
Rule	Fare rules view button

|	
17 300.00 ₽ M2	If the search was performed with the "M2 Agreement" filter applied, the "M2" icon will appear on the price button

2.3. Fare Rules

Fare Rules represent a formalized set of terms that a passenger must comply with for the carrier to apply a specific fare. Fare Rules may include conditions related to passenger details, ticket issuance/exchange/refund procedures, carriage specifics, and other relevant conditions.

To view the Fare Rules, the user must click the "Rules" button in one of the following contexts:

- Within a specific offer in the route search results,

- In the selected offer during the booking process, or

- In an already created order.

Clicking the button opens a pop-up window displaying the Fare Rules for the selected flight segment. If the itinerary contains multiple segments, the user can review the Fare Rules for each individual segment by switching between tabs located at the top of the pop-up window.

Should any ancillary services be included in the offer, their respective terms and conditions will also be displayed within the same Fare Rules window.
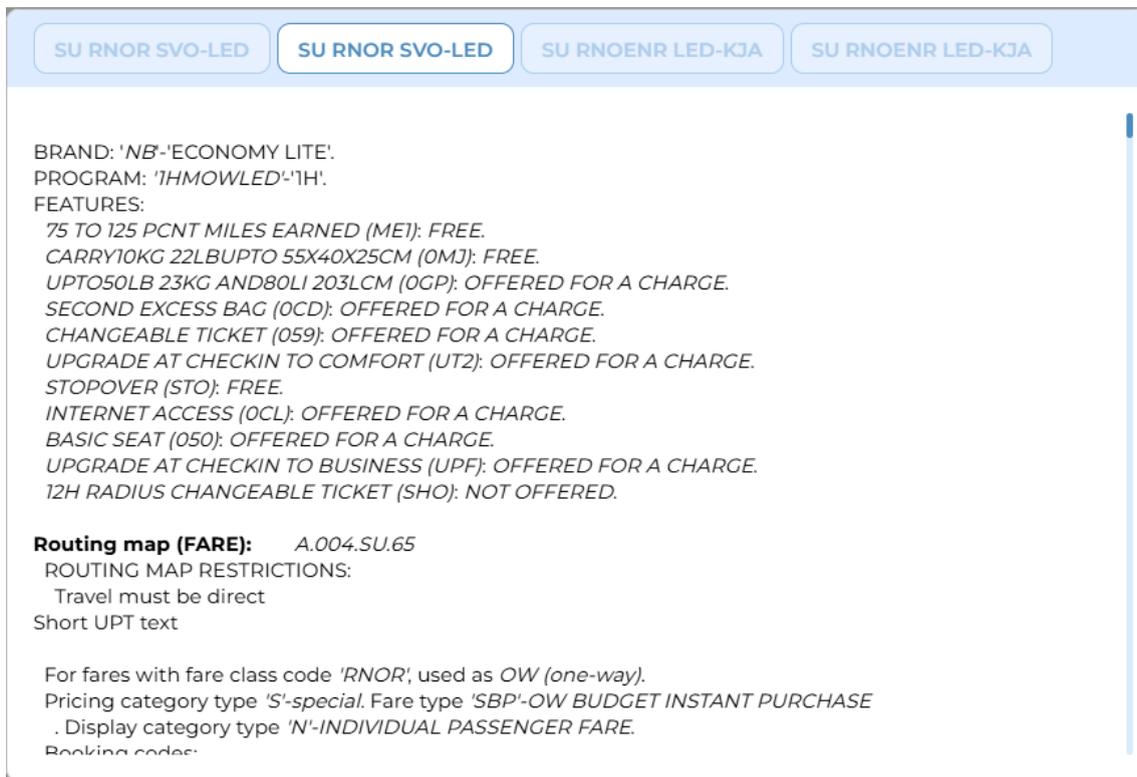
A pop-up window with Fare Rules

Fare Rules apply to the following fare types:

- **Standard fares** impose no restrictions on carriage and include full-year fares for First, Business, and Economy cabins.
- **Special fares**, which carriers establish with specific conditions — such as minimum and maximum stay requirements at the destination, ticket refundability, rebooking

rules, etc. Special fares are typically priced lower than standard fares, enabling airlines to attract additional passengers and thereby increase revenue.

Basic fare restrictions may be defined within the following categories:

1. Selectability
2. Day of week / Time of day
3. Seasonality
4. Flight applicability
5. Booking and ticketing
6. Minimum stay
7. Maximum stay
8. Stopovers
9. Transfers
10. Fare construction and combinations
11. Blackout dates
12. Fare surcharges or discounts
13. Accompanied passenger requirements
14. Carriage restrictions
15. Sales restrictions
16. Penalties for voluntary changes
17. Highest Intermediate Point/ Mileage accrual rules
18. Ticketing advisories
19. Child and infant discounts
20. Group leader discounts
21. Agent discounts
22. Other discounts
23. Additional fare restrictions
25. Fare basis (as defined in Fare Rules)
31. Voluntary exchange
33. Voluntary refund
35. Confidential fare restrictions
50. General applicability

2.4. Booking creation

Booking can be initiated only from a priced offer selected in the route search results. When the user clicks the "Price" button, the system opens a provisional booking session and temporarily holds seats from the available inventory.

The user is granted a limited amount of time — clearly shown on the screen — to provide the minimum required passenger information to complete the booking. The itinerary details displayed during this process always match the originally selected offer without any modifications.

Pre-booking window with the indicated time for booking

Minimum required fields to complete the booking

1) Passenger fields (for passengers with a seat assigned):

- **Last Name** – Mandatory field. Only letters from a single alphabet are permitted. If the passenger has a double last name, it must be entered with a space.

- **Name/ Middle Name** – Mandatory field. The Middle Name (if applicable) is entered after a space and is required for domestic flights within the Russian Federation if it appears in the passenger's official identity document. Only letters from a single alphabet are allowed. Double first names should be entered with a space between them.

- **Gender** – Mandatory field. Options: Male / Female. Default selection is Male.

- **Pax Code** – Pre-filled based on the data entered during the flight search. This value cannot be changed during booking creation.

- **Date of Birth** – Mandatory field. Can be entered manually as text or selected via an interactive calendar. The internal format is 8 digits: DD.MM.YYYY, with the full four-digit year required. Separators (dots) are inserted automatically as the user types in the field.

  The calendar interface includes dropdown selectors for both month and year, allowing independent selection. After choosing the year and month, the user selects the specific day by clicking on the corresponding date in the calendar view.

- **Mobile Phone** – Mandatory for the first passenger only and optional for all other passengers. The booking cannot be saved unless at least one seated passenger has a valid mobile number provided. The mobile number field accepts international phone numbers consisting of 11 to 15 digits.
  Additionally, the user may optionally add another type of phone number for any

passenger by selecting the number type (e.g., home, work, etc.) from a dropdown list "Phone type".
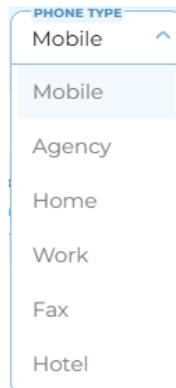
Types of phone numbers

- **Email** - Mandatory for the first passenger only and optional for all other passengers. At least one email address linked to a seated passenger is required to proceed.

- **Identity Document Number** – This field must be completed before payment. The user must enter the document number manually via the keyboard.

- **Identity Document Type** – This field is also mandatory before payment. The user may either enter the document type manually or select it from suggestions of valid document types.
  By default:
    ○ Adult passengers are pre-assigned with document type PS (Passport).
    ○ Passengers in the categories UNN, CNN, INF, and INS are pre-assigned with document type SR (Birth Certificate) for both domestic and international flights.

When entering an SR (Birth Certificate) number do not use spaces or hyphens.

As the user begins typing in the document type field, an auto-suggest dropdown appears, showing all matching document types based on either the document name or its two-letter code.

In the current version, the catalogues for document types and countries include all possible valid values.

- **Citizenship** (Country) – This field must be completed before payment. The user may either manually enter a country code or select a country from the suggestions. As the user types, an auto-suggest dropdown displays all countries matching the entered characters (by country name or ISO country code).
  The default country for the document is RU (Russian Federation).

- **Document Expiry Date** – Mandatory for all international document types. This field must be filled in before proceeding with payment.

2) Fields for an Infant (without a seat):

Fields for entering infant-without-a-seat information are located within the accompanying adult passenger's section.

- **Last Name** – Mandatory field.
- **Name / Middle Name** – Mandatory field. The Middle Name (entered after a space) is optional unless it appears in the infant's official identity document, in which case it is required.
- **Gender –** Mandatory field. Default selection is M (Male).

- **Date of Birth** – Mandatory for INF (Infant) passengers. The infant's date of birth must be such that the child is under two years old on the date of the first outbound flight shown on the ticket.
- **Passenger Category** – based on the data entered during the flight search. This value cannot be changed at the time of creating the booking.
- **Identity Document Number and Document Type** – Both fields are mandatory and must be completed before ticketing.

2.4.1. Available actions on prebooking page

Prebooking page view

- Create Order – initiates the booking process;
- Back – cancels the current session and returns the user to the search results;
- Commission – opens the agent commission details.

If the user navigates away from the booking creation page to any other page within the MixVel Cashier web application, the booking session will be automatically cancelled. After leaving the page, the user cannot return to complete the booking for the previously selected offer.

2.4.2. Agent commission

Agent commission button

On the booking creation page, the user can add an agent commission by clicking the "Commission" button.

The commission entry interface will open in a pop-up window. In the current version, the following options are available:

- Add a commission amount for a specific passenger category
- Add a commission amount applicable to all passengers.

If commissions are added both for all passengers and for a specific passenger category, passengers in that category will have two commission amounts applied: the amount defined for all passengers plus the amount defined for their specific category.

If an order contains multiple segments, the agent commission will be applied to each segment individually.

In the current version, adding a commission is only available for orders where all segments belong to a single brand.

A pop-up window for agent commission

The added commission is displayed in the expanded route price breakdown block, in the "Fees" column.

An expanded price breakdown with agent commission

2.5. Order operations

The following parameters become available after a booking is successfully created:

- PNR (Passenger Name Record) number
- MixVel order number
- Payment time limit or order status indicator, which may display one of the following:
  - Booked (with date)
  - Refunded
  - Cancelled

- Itinerary details
- Price breakdown, including:
  - Base fare for the itinerary
  - Cost of ancillary services
  - Total order amount
- Route price breakdown – accessible by clicking the "Expand" toggle (checkbox-style button)
- Order management panel – displays available actions for the order, such as Pay, Service, Exchange, etc.
- Passenger information, presented in two views:
  - A compact summary line
  - An expandable "Details" section showing the passenger full data and any added services
- Passenger context menu – represented by a "hamburger" icon (three horizontal lines) within each passenger block, allowing management of passenger-specific data
- Special Service Requests (SSR) block – for remarks related to special assistance or service requirements
- Other system information – for general informational notes associated with the booking
- Agent contact details.

2.5.1. Update

The Update operation is used to retrieve the latest booking data. It allows the system to receive updates from the carrier, obtain the current order status, or discard any pending changes made to the booking.

Booking/Order Update

The user can initiate the update operation by clicking the "Update" button.

If cached data exists in the MixVel Cashier web application, any pending changes stored in the operation cache are preserved during the refresh. The user must then either apply the changes or discard them.

If the user does not save the booking with the applied changes, the cache will be automatically cleared.

2.5.2. Passenger Data Management

The user can modify passenger details via the context menu available on the Order page. This menu is represented by a "hamburger" icon (three horizontal lines) located in the row of each passenger within the order.

By clicking this button, the user can view the list of available actions for managing the passenger's data.

Additional passenger menu buttons

Available menu items:

- Edit (see section "Edit passenger details before payment")
- Add:
  - Phone – a contact phone number associated with the passenger
  - E-mail – an email address associated with the passenger
  - Visa – details of the document permitting entry into the destination country
  - Address – the passenger's residential or stay address

Note: The context menu for a passenger without a seat differs from that of other passenger categories and includes the "Delete Infant" option (see section "Remove a passenger without a seat").

Additional passenger menu

2.5.2.1. Edit Passenger Details Before Payment

In the booking (PNR) view mode — prior to payment — the user may edit the following passenger details:

- Personal information: last name, first name, middle name (where applicable), date of birth, and gender
- Identity document details
- Contact information: phone number and email address

To edit a passenger's data, the user should click the "More Options" (context menu) button — represented by three horizontal lines — next to the passenger's entry and select "Edit" from the dropdown menu.

While in editing mode, the "More Options" button is replaced by two new buttons::

- Double checkmark button "Apply Changes" – confirms and saves the modifications made by the user.
- Cross button "Cancel Changes" – discards all edits and exits passenger data editing mode without saving.

Passenger data in editing mode

While editing passenger data, the user cannot:

- Navigating via the order management panel (e.g., accessing actions like Payment, Service, Exchange, etc.)
- Editing data for any other passengers in the same booking

These restrictions ensure data integrity and prevent unintended changes during the editing session.

By clicking the double checkmark button "Apply Changes" the user confirms the modifications, which are then saved to a temporary cache.

A "CHNG." (short for "changed") indicator will appear:

- In the passenger data block where changes were made
- On the "Save" button in the order management panel

To permanently apply the changes to the booking, the user must click the "Save" button marked with "CHNG."

The user may delete a passenger's contact phone number and email address. However, the identity document details can only be edited and not deleted.

Before removing any contact information (using the red "×" buttons next to the phone number or email), the user must ensure that at least one seated passenger in the booking has both a mobile phone number and an email address associated with their profile.

If this requirement is not met, the MixVel Cashier web application will display a pop-up message prompting the user to provide the necessary contact details before proceeding.

2.5.2.2. Add a visa for entry into the destination country

Visa adding

To add a visa for entry into the destination country, the user must select "Visa" from the passenger's context menu and then complete the following fields:

- Visa number – mandatory
- Place of issue – mandatory; must be entered manually in Latin letters
- Date of issue – mandatory
- Issuing country – mandatory; enter the country code or name manually, or select from a reference list
- Birth place – optional; enter manually in Latin letters
- Expiry date - mandatory.

Only one visa can be added per passenger in a booking.

In accordance with regulatory requirements, each visa number must be unique, including those for infant passengers.

2.5.2.3. Add a passenger's stay or a residential address

Address information adding

To add a stay or a residential address, the user must select "Address" from the passenger's context menu and complete the following fields:

- Address type – select either "Destination" or "Residence"; mandatory
- City of stay/residence – enter in Latin letters; mandatory

- Country – enter the destination or residence country code or name manually, or select from a reference list; mandatory
- Postal code – enter manually using Latin letters and/or digits; mandatory
- Address – enter manually in Latin letters; optional
- State/Area – enter manually in Latin letters; optional

Each passenger in a booking may have up to two addresses of different types (e.g., one "Destination" and one "Residence").

2.5.2.4. Add passenger contact details

To add a passenger's phone number, the user must select "Phone" from the passenger's context menu and then complete the following fields:

- Phone number
- Contact type (e.g., Mobile, Home, Work, etc.)
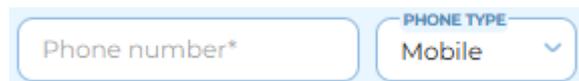
Phone number adding

To add a passenger's email address, the user must select "Email" from the passenger's context menu and enter the address in the standard format (e.g., xxxxxxxx@xxxxx.ru/com/net). The field includes built-in validation to ensure correct use of the "@" symbol and at least one dot (".") in the domain part.

Email adding

In the current implementation, passenger contact details can only be added before the booking is paid.

2.5.2.5. Remove an infant (passenger without a seat) from the booking before payment

In the MixVel Cashier web application, the user can remove an infant (a passenger without a seat) from the booking before payment. To do this, the user must select "Delete Infant" from the context menu of the infant passenger and confirm the deletion.

The MixVel Cashier web application retains the deletion operation in its temporary cache, and a warning label "del." (indicating "deleted") appears on the "Save" button to signal that the booking has been modified to remove data.

To finalize the deletion, the user must click the "Save" button.

Until the booking is saved with the deleted data, all further modifications to the order are disabled. The infant is removed only after the user confirms and saves the changes.

Deletion of an infant (passenger without a seat) is only permitted in an already created booking. It is not possible to remove an infant during the initial booking creation stage.

2.6. Ancillary services

The "Service" section, accessible from the Order Management Panel, allows the user to manage ancillary air-travel services such as excess baggage, paid seating, group deposits, and more.

2.6.1. View available services

To view the list of all available ancillary services, the user must open an order with confirmed flight segments and navigate to the "Service" tab.

Steps to View Services:

1. Select a passenger for whom the service is to be added.
   - By default, the first adult passenger in the order is pre-selected.
2. Select a flight segment to which the required service will be linked.
3. Click the "Get Services" button to display the available services.

Upon entering the "Services" tab, the following interface is displayed:

Order view with Service tab opened

The service management interface consists of the following elements:

- Passenger Dropdown List: A dropdown menu listing passenger names. The user can select one or multiple passengers. The selection of multiple passengers is restricted to a single passenger category (e.g., all Adults). By default, the first passenger in the order is always pre-selected.
- Passenger Information Blocks: The number of "Passenger" information blocks displayed corresponds to the number of passengers selected from the list. The user can then search for ancillary services applicable to the selected passenger(s).
- Non-Seated Passenger Data: Passengers not occupying a seat (e.g., infants), consistent with the order view in the Order section, are displayed within the information block of the associated adult passenger.

Each Passenger Information Block contains the following data:

- Passenger's Surname, First Name, and Middle Name
- Passenger Sequence Number in the order
- Icon indicating the passenger's gender and category

Below the Passenger Information Block:

- All ancillary services and Special Service Request (SSR) remarks already exist in the order and are associated with the passenger.
- Route Line: Below the passenger information blocks, the user will see a route line composed of the flight segments. By clicking on a segment, the user can select the flight to which new services will be associated. In the current version, only one flight segment can be selected at a time.

- Service Filter: Located below the route line, the Service Filter allows users to sort and search for available services by:
  - Group: Services are organized into groups defined by ATPCO as an industry standard. The group defines the service type (e.g., BG for Baggage).
  - RFIC: A carrier-defined code used to determine the service group for an issued Electronic Miscellaneous Document (EMD).
  - Service Name: A free-text search to list services matching the input string.
  - RFISC: A sub-code defining the specific type of service documented in the coupon. When a value is entered in this field, all other filters are disabled.

To reset an applied filter, click the "X" next to the filter value.

Filter reset button

Without using any filters, after selecting a passenger from the dropdown list and a flight from the route line, the user can retrieve the full list of ancillary services by clicking the "Get Services" button.

The sorted services will be displayed in a table below the filter line. The table is paginated to show 10 entries per page. If the number of retrieved services exceeds 10, the user can navigate through the pages using the page controls located below the table.

The service table contains the following columns:

- # - Sequential number of the service in the list.
- RFISC - Reason For Issuance Sub-Code, defining the specific service type.
- RFIC - Reason For Issuance Code, defining the general service category.
- Group - The service group code (e.g., BG for Baggage).
- EMD Type - The type of Electronic Miscellaneous Document, as defined by the carrier for this service.
- Service Type - The functional type of the service.
- SSR - Indicates if the service is linked to a Special Service Request, if applicable per carrier rules.
- Service Name - The name of the service.
- Price - The cost per unit of the service for a single passenger on the selected segment.
- Interactive Quantity Management:
  The interface provides (-)0(+) buttons to manage the quantity of services to be added for a single passenger.

If different passengers require different quantities of the same service, the user must add the services for each passenger separately.

2.6.2. Adding Ancillary services to an Order

The user can add to the order services from the carrier and other providers for which automated pricing, booking, and EMD (Electronic Miscellaneous Document) issuance have been configured.

To the right of the service results table, next to the "Add services" button, users can choose whether to apply the selected services to all selected passengers (as defined in the passenger dropdown list) or to a specific passenger.

Ancillary services management block

To add services to an order, the user must:

1. Select the required quantity using the interactive quantity controls *(−) 0 (+)*.

2. Select one or multiple services, if needed.

3. Under the "Add services" button, choose the passengers who will receive the selected services by checking the corresponding boxes.

4. Click "Add services".

After this action, the selected services are added to the Cache and marked with the label "chng.". The same "chng." label will also appear on the "Save" button in the Order Management Panel.The panel will remain active, allowing the user to make further changes to the Cache such as adding more services, before finalizing all modifications.

Ancillary service added to cache

To save the added services in the order, the user must click the "Save" button marked with the "chng." indicator.

To receive a confirmation from the carrier regarding the status of the added services, the user must refresh the order by clicking the "Update" button or by navigating back to the main Order section.

Order view with added ancillary service

The status of added services will be reflected in the passenger information block within the service details on the following pages: Service, Remarks, and Payment.

Depending on the status of an ancillary service, the MixVel Cashier Web-application displays its status in the order using different color indicators:

 Service requires carrier confirmation

 Service requires payment

 Service confirmed / No action required

 Service declined or cancelled by the carrier

If the added services are confirmed and require payment, the TOTAL of the order will be updated. The total cost of the added services will be displayed in the route information block under the "Service" line item.

2.6.3. Removing Ancillary Services from an Order

In the current version, the user can remove an ancillary service before the order is paid.

To remove a service:

1. Navigate to the Service page.
2. Click the red "X" next to the specific service in the passenger information block.
3. The application will mark the service for deletion and tag the SAVE button with a "del." (delete) indicator, logging the action in the Cache.
4. To confirm the deletion, the user must click the SAVE button.

Restrictions:

A user can remove any service except for those that have already been paid (services with a status of HI - Held/Issued).

For paid services, the user can:

- Process a refund, subject to the fare rules of the specific service and carrier.
- Void the payment for the service, provided this is done within the carrier-defined void time limit.

2.6.4. Payment for Ancillary Services

Payment for ancillary services is available in two scenarios:

- As part of a single, consolidated payment for the entire order.
- When adding services to an already paid order.

Once services are added, the "Payment" button becomes active. The user must then:

1. Navigate to the Payment section.
2. Select a payment method.
3. Click the "Issue" button.

After successful payment, the service tile will display the corresponding EMD Number. Clicking on this number will open the Electronic Miscellaneous Document for viewing.

Payment page with services in a paid order

All aviation-related services added to an order can be paid for in a single financial transaction. In the current implementation, separate payment is only available for insurance products (identified by RFISC code "0BG").

The user can view the payment time limit for the services at the top of the page.

In the following scenarios, users have the ability to view the EMD document from the order page in a pop-up window:

- When issuing a transportation with an agent commission.
- During a reissue using the TCH stock.
- During a refund using the TCH stock.
- During a reissue/refund in a direct stock, where the system is configured to charge the fee on an EMD.

2.6.5. Insurance services

The MixVel Cashier Web-application supports the booking of various insurance products. The RFISC code for all insurance services is "0BG".

To add an insurance service to an existing order, the user must click the "Insurance" button, located either in the Order section or the Service section.
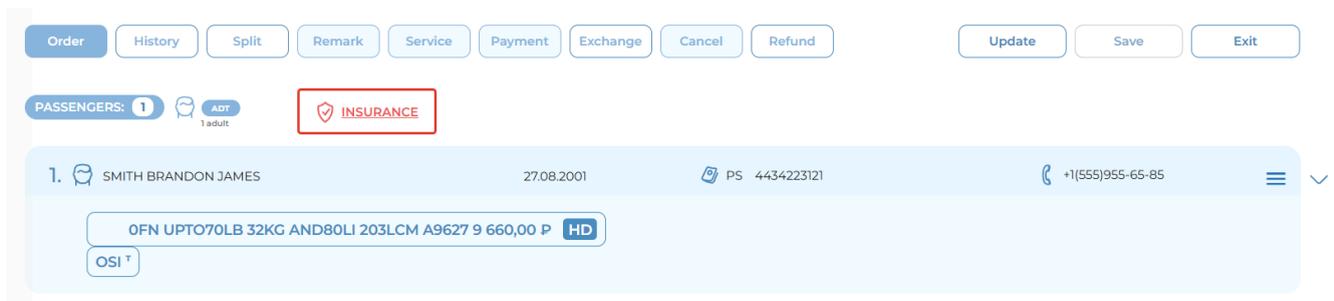
Insurance services button

In the opened window, the user can select the passenger(s) from the order to whom insurance services will be added. By default, the MixVel Cashier Web-application shows all passengers in the order for selection, listing them by their full name (Last Name, First Name, Middle Name) in the "Passenger List" window.

If no insurance products are available for the order, the window will display the message: "No insurance products available"
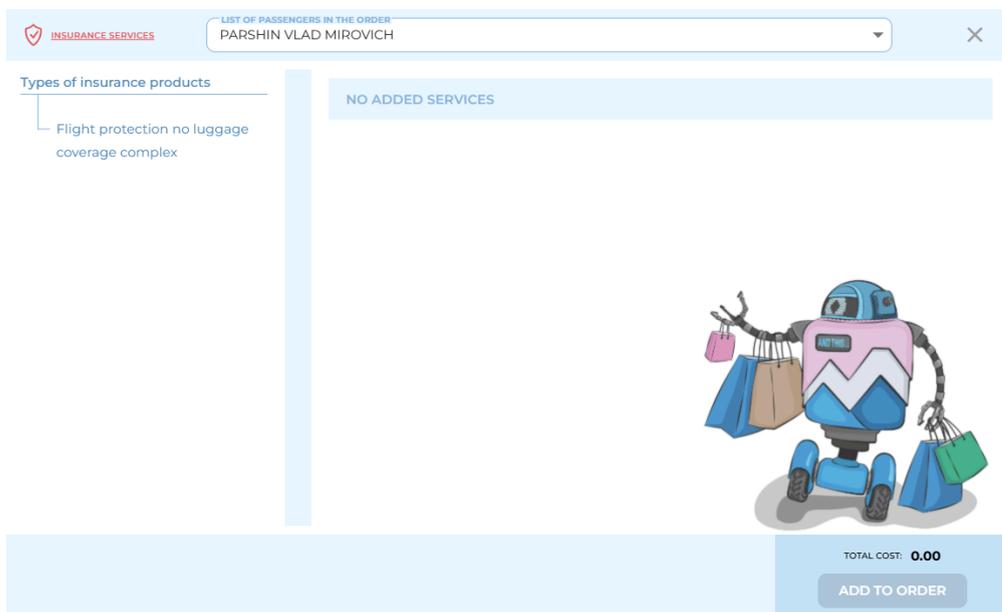
Insurance services pop-up window

After selecting a specific passenger or all passengers, a list of insurance products suitable for the order becomes available to the user.

The cost of an insurance product is calculated based on all flight segments in the itinerary.

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Insurance product offer window

Upon selecting the desired product by name in the left part of the window, the user will see a detailed description of the available insurance product.

The detailed description includes:

- Product information, including payouts and compensations.
- A link to the refund policy.

- A link to the ISTOCK Insurance System "Insurance terms and conditions", if the insurance product is being issued in a neutral TCH session.
  Important note: Upon the first click, two tabs will open: the first is the ISTOCK authorization tab (leading to the homepage), and the second is the required "Rules and Insurance Terms & Conditions" page.
  If the user's browser blocks pop-up windows, only the homepage will open. In this case, the user must:

  1. Allow pop-ups from this site in the user's browser settings, or
  2. Click the link again.

  When the user accesses the link subsequently, it will open directly to the correct rules page in a single tab, without requiring additional authorization.

To add the insurance service to the order, the user must:

1. Check the consent box: "Passengers have read and agree to the terms and conditions of insurance"
2. Click the "Add" button.

The added service will appear in the insurance pop-up cart. If needed, the service can be removed directly from this pop-up cart. To finalize adding the services to the order, the user must click the "Add to Order" button.

After clicking "Add to Order", the additional window will close, and the user will be redirected to the Services section of the active order. The services will be placed in the order Cart, and both the insurance service entry in the Service section and the Save button will be marked with an "chng." tag.

The changes must be finalized by clicking the "Save" button.

The list of added insurance products will be available in the "Services" tab of the active booking.

Important Note: The interface allows viewing added services for only one passenger category at a time. If insurance products are added for both adults and children, they will be added for all but will only be displayed in the adults' view.

Adding and paying for insurance services is available both together with the main order and separately, after the order has already been paid.
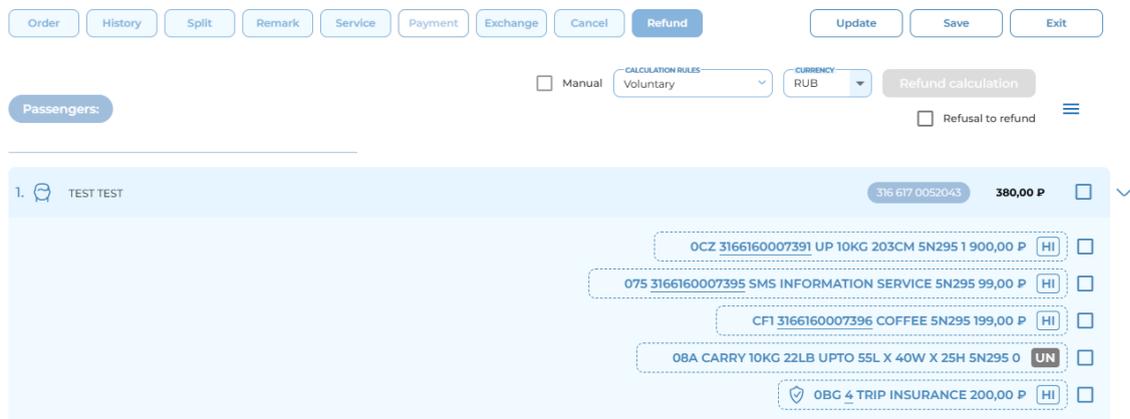
After the insurance services are paid, the service tile will display the Insurance Policy Number and the EMD Number (for TCH sessions).

The insurance policy can be printed from the order documents in the Order tab.

Insurance services label in the order

2.6.6. Refund of Insurance Services

Refund window

On the order management panel, after clicking the "Refund Tickets" button, the user can select which part of the order to refund. The user must select the insurance service for refund.

Once the insurance service is selected, the "Refund Calculation" button becomes active. After the refund is calculated, the system will display the refund amount as a negative value.

By clicking the "Refund Tickets" button, the user executes the refund operation.

2.7. Special Service Requests (SSRs)

The Remarks section, accessible from the Order Management Panel, allows the user to manage Special Service Requests (SSRs) and Other Service Information (OSI) elements.

- **SSR** (Special Service Request): A code used to convey individual passenger requests. SSRs always require the carrier to take a specific action — either confirm or deny the requested service.

- **OSI** (Other Service Information): Purely informational and does not require carrier action. OSI is used when there is no corresponding SSR code for a particular message.

Remarks can be categorized by their association:
- Unassociated
- Associated with a passenger
- Associated with a segment
- Associated with both a segment and a passenger

The conditions for applying (associating) remarks are displayed in the "Conditions" column within the Remarks section.

View of Remarks section. SSR remark type selected

The interface for managing remarks consists of the following elements:

- Passenger Dropdown: A dropdown list where the user can select one or all passengers. By default, the first passenger in the order is always pre-selected.
- Passenger Information Blocks: The number of Passenger information blocks displayed corresponds to the number of passengers selected from the dropdown list.
- Non-Seated Passenger Data: Passengers not occupying a seat (e.g., infants), consistent with the order view, are displayed within the information block of the associated adult passenger.

Each Passenger information block contains the following data:

- Surname, First Name, Middle Name
- Passenger Sequence Number in the order
- Icon indicating the passenger's gender and category
- All ancillary services and Special Service Requests (SSRs) currently associated with the passenger in the order.

Below the Passengers block:

- **Route Line**: Below the passenger blocks, the user can view a route line consisting of segments. Clicking the "Segments" button expands the row to show segment details.
  - **Segment Selection**: The user can select one or multiple segments by clicking on them; the selected segments will be the ones to which new remarks are associated.

Segments button and the route line

- **Remark Type Toggle**: A toggle switch allows the user to select the type of remark to be added: SSR or OSI.
- **Search Field**: An input field for entering a remark code or name to search for the required remark.

The search results table for SSR codes contains the following columns:

- **#** - Sequential line number of the remark.
- **SSR** - The special code designating information about individual passenger requests.
- **Name** - The name/description of the remark.
- **Conditions** - Information about the required or prohibited association of the remark to a flight segment or a passenger.

 SSR association to the passenger is mandatory

 SSR association to the segment is mandatory

 SSR association to the passenger is prohibited

 SSR association to the segment is prohibited

- **Text**: An input field for the remark text, if required or if the field is available for entry. A red outline around the field indicates that text entry is mandatory.
- **Selection Element**: A checkbox to select the remark for addition to the order.

2.7.1. Adding OSI remarks

View of Remarks section. OSI

To add an OSI remark, the user must:

1. In the Remarks section, use the SSR/OSI toggle to select OSI. The table of available results will display a single OSI remark line.
2. Enter the required text in the corresponding field within the table. Text entry is mandatory.
3. If required, use the dropdown list "Passenger list in order" to select the passenger(s) for association.
4. Click the "Add" button. The remark will be placed in the MixVel Cashier Web-application's Cart and will appear in the respective Passenger block.
5. To save the remark in the order, the user must finalize the changes by clicking the "Save" button.

The addition of confidential OSI remarks will be available in future versions of the MixVel Cashier Web-application.

2.7.2. Adding SSR remarks

To add a Special Service Request (SSR) remark, the user must:

1. In the Remarks section, ensure the SSR/OSI toggle is set to SSR (this is the default mode).
2. The results table will display a list of all available SSR codes. Locate the required SSR by scrolling through the pages or by entering its code or name in the "SSR Code or Name" search field. SSR groups can also be filtered using the "Group" filter.
3. If an association is required, select the relevant passenger(s) from the passenger list and the required segment(s) from the route line to link the SSR to them. If no passenger is selected, the added remarks will be associated either with the entire order or with the segment and the order.
4. Enter any required supplemental text.
5. Check the box in the selection column for the desired SSR.
6. Click the "Add" button. The remark will be placed in the application's Cache and will appear in the Passenger block. An "CHNG." indicator will also appear on the Save button and on the remark itself within the Passenger block in the Remarks section.
7. To finalize the remark in the order, the user must save the changes by clicking the "Save" button on the order management panel.

If a mandatory association (to a passenger or segment) or mandatory text is required by the SSR but has not been provided by the user, the MixVel Cashier Web-application will display a pop-up "Error" window with information explaining why the remark cannot be added.

2.7.3. SSR Deletion

A user can delete remarks from within the order's Remarks section. Each remark added to the order will have a corresponding "X" (Delete) button.

When the user clicks the "X" button, the delete action is recorded in the application's Cache, and the remark itself is marked with a "DEL." (delete) label. To confirm this change, the user must click the "Save" button.

If the user does not save the changes, the SSR will not be deleted. After a period of inactivity with the order, the Cache will be cleared, and all unsaved changes will be lost.

2.7.4. Display of Remarks in the Order

After special service requests have been processed through the Remarks section (accessible from the order management panel), the information will appear in the Order section within the "Special Services" block. This display is informational only and does not allow for editing or deletion directly from this view.

If a remark has been added for the entire order, it will also be displayed in the "Order.Remarks" section within the "Special Service Requests (SSR)" block.

Special Service block

By clicking the "Collapse/Expand" button, the user can control the "Special Service Requests (SSR)" block, minimizing it to a single header line or expanding it to its full table format.

2.8. Booking Cancellation

In the current implementation, a single "Cancel" button is used for both unpaid and paid bookings.
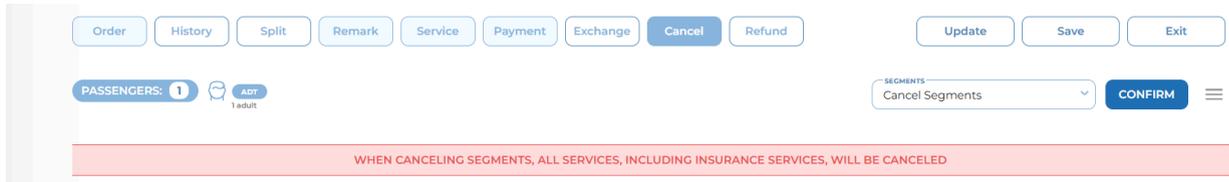
Cancellation window

To proceed with the booking cancellation, the user must select the action to be applied to the segments in the booking:

Actions with segments

- Cancel segments: Applies cancellation to the selected segments, retaining them in the booking with status "XX" for audit and reporting purposes.
- Delete segments: Cancels and permanently removes the segments from the booking.

After selecting the desired action, the user must click the "Confirm" button to execute the cancellation.

Booking cancellation cancels all segments and associated elements of the order — the system automatically selects every item in the booking for cancellation. Partial cancellation is not available in the current version.

2.9. Payment

The payment operation is available as a single combined transaction covering both the base airfare and any associated ancillary services (e.g., extra baggage, seat selection, meals, etc.).

If the booking has already been paid, the user may still add and purchase ancillary services separately.
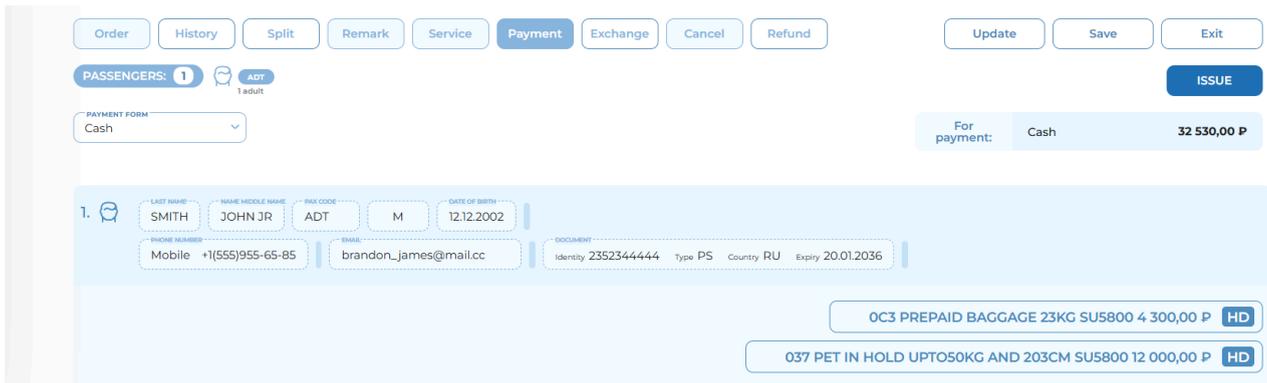

«Payment» section button on the order window

On the payment page, the following information is displayed:

- Itinerary details
- Passenger data
- Breakdown of service prices per passenger

Passenger details can be reviewed by clicking the "Expand" button in the respective passenger block.

Payment page view with the ticket price and services for each passenger

On the payment page, the user can:

- Select a payment method from a dropdown list
- View the total amount due
- Click the "Issue" button to initiate the payment process
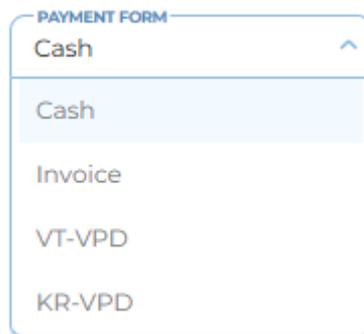
Payment methods

The MixVel Cashier web application currently supports the following payment methods:

- Cash
- Invoice (Payment Order)
- VT-VPD (Military Transportation Document – issued as a military requisition)
- KR-VPD (Military Transportation Document – issued on credit terms)

When selecting the Military Transportation Document (VPD) as the payment method, the user may choose one of the following options:

- Pay for the entire booking with a single VPD, or
- Assign a separate VPD to each passenger

If the booking contains more than two passengers, the system also allows grouping: for example, one VPD can cover several passengers, and another VPD can cover the rest.

When the VPD payment method is selected:

1. The number of VPDs per booking must be between 1 and 9
2. The user must specify the issuing authority (government agency or military department)
3. In the document field, the VPD number must be entered in the exact format:
   VPD <VPD_number> MO RF or MVD RF (e.g., VPD 1234567890 MO RF)

Important restrictions:

- Bookings paid via VPD cannot include any ancillary services (e.g., extra baggage, seat selection, meals) or travel insurance.

- If such services are present in the order, the "Issue" button will be disabled, and the user will receive a notification prompting them to remove all additional services before proceeding with VPD payment.

Payment page

After the payment process is completed, the MixVel Cashier web application returns the user to the Order view.

The booking status and time-limit information are automatically updated to reflect the current state of the order.

Paid order view

In a paid booking, ticket numbers and EMDs (Electronic Miscellaneous Documents) — if applicable — will appear.

To view the details, the user can click on the ticket or EMD number. The ticket or EMD will open within the "Order" section. From the ticket or EMD view, the user can navigate back to the main booking page at any time.

If a passenger has multiple tickets and/or EMDs, a downward-pointing arrow will appear next to the ticket number, allowing the user to expand a dropdown list and view all associated tickets and EMDs for that passenger.

Ticket number after payment

SMITH JOHN JR

ET 7706170105686   Issued **27.01.2026**

#	Flight	RBD	Dep. date	Dep. time	Dep.	Arr.	Fare code	Valid period	Bag	CStat.
1	EO-229		12.02.26	12:20	SVO	AER	ELTRT	120226 120226		O
2	EO-522		15.02.26	18:35	AER	SVO	ELTRT	150226 150226		O

ENDORSEMENT   NDSA/K176.55/VOZVRAT ZAPRESHCHEN/PITANIE NE PREDOSTAVLIAETSIA/RUCH KL 1M 40X 30X20SM DO 10KG / BAGAZH-0
FOID   PP 1243577745 RU
FARE CALC   MOW EO AER420EO MOW Q60 420RUB900END
FARE   BASE/900.00 RUB
TAXES   RI1042.00 RUB
TOTAL   1942.00 RUB
PAYMENT   1942.00 RUB CA (CASH)
TOUR CODE   -

PDF **82477-260127-OTE9758**

15 299DZC, EO 1KSM05 - 99GRS

TCH 00118580

PNR Operator Agency code Session POS

Ticket view

SMITH JOHN JR

EMD-A 7706160018268   Issued **27.01.2026** With **ET 7706170105686**

#	RFISC	Qty	Flight	Dep. date	Dep.	Arr.	Fare code	Bag	Cnum.	CStat.	SAC
1	0FJ	1	EO-522	15.02.26	AER	SVO			C2	O	

ENDORSEMENT   NDS309.00
RFIC   C
FARE CALC   -
FARE   BASE/3399.00 RUB
TAXES   -
TOTAL   3399.00 RUB
PAYMENT   3399.00 RUB CA (CASH)
TOUR CODE   -

82477-260127-OTE9758

15 299DZC, EO 1KSM05 - 99GRS

TCH 00118580

PNR Operator Agency code Session POS

EMD information

In the information window, the following columns are displayed:

- # – Coupon number
- RFISC – Service code (Reason For Issuance Sub Code)
- Qty – Quantity of services covered by the coupon
- Flight – Airline code and flight number
- Dep. date – Departure date
- Dep. – Departure city code
- Arr. – Arrival city code
- Fare code – Cost per coupon
- Bag – Baggage allowance (for baggage-related EMDs)
- Cnum. – Ticket coupon number linked to the EMD
- CStat – Coupon status

Additional logic:

- If a coupon has a final status (e.g., used, refunded, voided), the SAC code is displayed in the SAC column.

- If the coupon is open (i.e., still valid for use), the SAC column is replaced with a "Valid period" column showing the expiration date or time-limit date for that coupon.

2.10. Splitting an order

While working with a booking, the user has access to the "Split" action button in the order management panel. This initiates the booking split operation, which divides a single PNR into multiple separate bookings.

One of the resulting bookings retains the original PNR number, while new PNRs are assigned to the others

This functionality is typically used to separate passengers or itineraries for independent management, payment, or ticketing

Splitting an order

Following the 'Split' operation, the MixVel Cashier web application will open an order:

- If 'Show Split Order' is selected, the application opens the new order created as a result of the split.
- If 'Show Main Order' is selected, the application displays the original Order number, but with an updated passenger list.

To perform an order split, the user must select the passenger(s) to be separated from the original booking. The selected passengers will be moved to a new booking, while the non-selected passengers will remain in the original one.

Important Rules for Splitting:

- An infant must always be accompanied by an adult passenger when being separated.
- It is not permitted to separate an infant (a passenger under the age of 2) from the accompanying adult(s) in the booking.
- It is possible to separate a minor (2-12 years) from the booking before or after the payment. It is required to add relevant remarks about adult accompaniment. For specific rules regarding the carriage of unaccompanied minors, please contact the operating carrier directly.

2.11. Void

The user has access to the process for voiding transportation and ancillary services, including the option to retain segments in the Order.

In the current system implementation, a single "Cancel" button is used to cancel both unpaid and paid orders. Depending on the order's status, this button triggers either a voiding or a cancellation process.

For a paid order, if the voiding function is available for issued documents, the "Cancel" button will be active. Upon navigating to the document voiding section, the user can select which specific documents to void and choose whether to retain or remove the associated segments.

The system provides flexibility: it is possible to void each ancillary service separately while maintaining the paid itinerary, or the user can initiate a full void of the entire order.

Void process page

During the void process, the user is provided with segment management options. The selected option determines the state of the order displayed in the **"Order"** section upon completion:

- "Save segments": The sale will be voided, but the flight segments will be kept active within the Order.
- "Cancel segments": The sale will be voided, and the flight segments will be cancelled. A historical record of these segments will remain in the Order.
- "Delete segments": The sale will be voided, and the flight segments will be permanently removed from the Order.

The flight segments are cancelled after voiding the sale

2.11. Refund

The refund procedure enables the user to calculate and process the reimbursement of funds paid for the itinerary and ancillary services, in accordance with the rules of the carrier and other service providers.

Refund section view

Before initiating the refund, the user must review the terms and conditions of the ticket fare and ancillary services. To do this, a "Rule" button is available within the "Itinerary" information block. Clicking this button will open the fare rules in a separate pop-up window (refer to the *Fare Rules* section).

To perform a refund, the user must navigate to the "Refund" section on the Order management panel.

The procedure for refunding tickets and ancillary services consists of the following stages:

- Stage 1: Calculation of the refundable amount.
- Stage 2: Confirmation of the calculated refund amount.
- Stage 3: Processing the financial documents:
  - Printing an EMD (Electronic Miscellaneous Document) for the refund fee, if required by the carrier's rules.

Important Note on EMDs: If a carrier's rules specify a fee for each individual ticket charge levied during cancellation, a separate EMD must be issued for each such fee. A separate EMD is also issued for each passenger.

Important Note on Refund: A Refund Receipt is automatically generated during the Order refund process. If the passenger needs no refund receipt, the user can mark the No refund receipt checkbox on the Refund page before clicking the Refund Tickets button.

When refunding an order with ancillary services, an automatic refund is applied to all such services, in accordance with the provider's tariff rules.

Important Note on Insurance services: If the order to refund contains insurance services, it can be refunded with the main Order or it can be refunded separately from the main Order.

The refund calculation and processing can be performed in the following modes:

- **Automatic –** The system calculates the refund based on the carrier's fare rules. If the refund conditions are complex, manual processing is required.
- **Manual –** The user manually calculates and enters all refund elements. Manual calculations must adhere to the carrier's fare rules..

By default, the system performs refunds in Automatic mode. To switch to Manual mode, the user must mark the "Manual" checkbox. The Manual mode will be available in future versions.

The type of refund calculation and procedure can be:

- **Voluntary:** Processed in accordance with the fare rules established by the service provider. This typically involves deducting applicable cancellation penalties.
- **Involuntary:** Processed by overriding standard fare rules, following the provider's specific procedures for Involuntary Refunds, the rules of the Air Code of the Russian Federation, and other legal documents mandating a full refund of the service cost.

By default, refunds are processed as Voluntary. The user can change the refund procedure type via the "Calculation Rules" dropdown list.

Refund Currency Selection

- The user has the ability to change the currency for the refund calculation. However, the refund will be executed in the currency that the user is authorized to use for sales in the current Point of Sale.
  If the user is authorized to use the selected currency for sales in the current Point of Sale, it is required to revert to the default currency, recalculate, and then process the refund.
- By default, the "Currency" field is filled in with the currency code that the user is authorized to use for sales in the current Point of Sale.

To calculate a refund, the user must set the following parameters:

- Refund calculation and processing mode (Automatic or Manual)

- Refund type (Voluntary or Involuntary)
- Refund calculation currency (if a change is necessary)

By clicking the "Refund Calculation" button, the user initiates the preliminary refund calculation. The calculation details can be viewed using the "Expand Refund Details" toggle button.

Refund calculation view

To complete the refund procedure, the user must:

1. Verify the refund calculation and accept it by checking the "Agree with the refund calculation" checkbox.
2. Click the "Refund tickets" button to process the refund for itinerary and ancillary services

Upon successful completion of the refund, the user will be redirected to the "Order" section.

Important Note: Once initiated, the refund procedure cannot be cancelled.
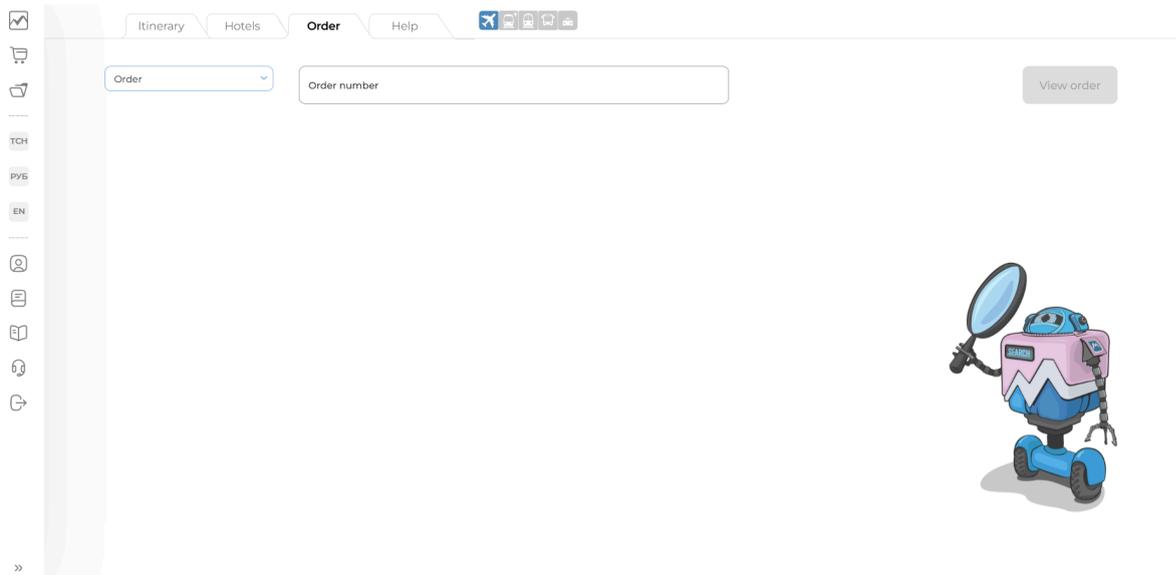
2.12. Order search

A previously created order and its associated ticket can be retrieved for viewing and management from the "Order" section using several search methods:

- Search by MixVel Order Number
- Search by PNR Locator
- Search by Ticket Number
- Search by Airline-Specific Booking Reference

To search by MixVel Order Number:

1. Select "Order" from the dropdown menu.
2. In the "Order Number" field, enter the 18-character MixVel Order Number (including hyphens).
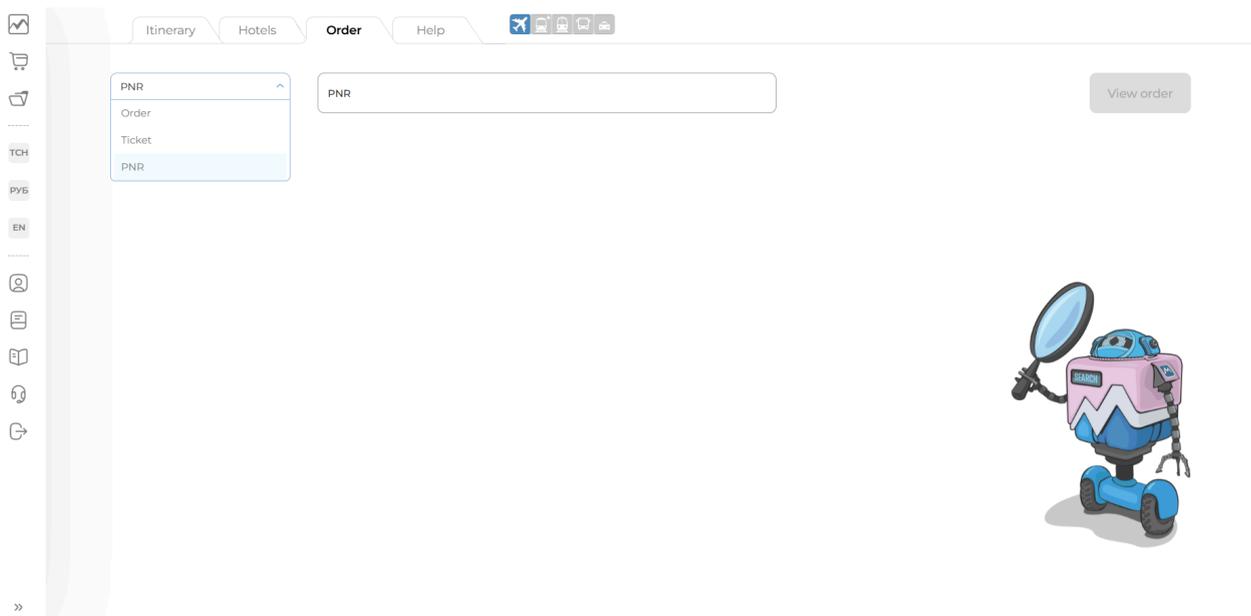3. Click the "View Order" button.

If the order exists within the MixVel system, it will be opened.

Order search by the order number

Search by PNR Locator

1. From the dropdown menu, select "PNR".
2. Enter the Booking System Locator (in UPPERCASE letters) in the corresponding field.
3. Click the "View Order" button.

Order search by the PNR

Search by Ticket Number

1. From the dropdown menu, select "Ticket".
2. Enter the ticket number in the corresponding field.
3. Click the "View Order" button to open the order page, similar to the previous search methods.

Viewing a Ticket Document Only

- Click the "View Document" button to open the ticket document (commonly called the "e-ticket" or "EMD receipt") without access to order management.

Available information in this view:

- Issued Document Number
- Date and Time of Issue
- Passenger's Surname, First Name, and Middle Name
- Flight Coupon(s) and Coupon Status
- Various calculation and fare data

Search by the ticket number

Search by Airline-Specific Booking Reference

1. Select "PNR" from the dropdown menu.
2. Enter the airline-specific booking reference (airline locator).
3. Enter the airline code in the "Carrier code" field.
4. Enter the Last name of one of the passengers from the order in the "Passenger's last name" field.
5. Click the "View Order" button.

Search by the Airline locator

Viewing a Ticket from Within an Order:

- Click the document number located to the right of the passenger's name.
- To return to the main Order screen, click the "Back to Order" button.

2.13. Exchange

2.13.1. Order Exchange. Automatic calculation

This function allows for an itinerary exchange within a booking with automatic re-pricing. The procedure is performed in three consecutive stages.

Execution stages:

1. The user selects new routings for the exchange and initiates the calculation of available options.

2. The system provides the calculated exchange options. The user selects a suitable option from those offered.
3. The user confirms the selected option, and the system executes the itinerary exchange.

Key conditions:

1. By default, the system uses the currency permitted for the user and applies a voluntary exchange calculation, unless the user specifies otherwise.
2. Exchange data is inherited from the initial pricing quote. If any parameters are modified, a recalculation is required.
3. To exchange the itinerary for only some passengers in the booking, the booking must be split beforehand.

Special conditions:

1. A confirmed exchange cannot be cancelled.
2. Segments not included in the exchange calculation remain unchanged.
3. The user accepts full responsibility for the exchange procedure by agreeing to the terms and conditions.

Before requesting the exchange calculation, the user may adjust the following parameters:

1. Exchange Type:
    a. Voluntary — According to fare and carrier rules (usually involving penalties/surcharges).
    b. Involuntary — Due to circumstances provided for by aviation regulations (e.g., flight cancellation).
2. Currency:
    a. If the selected currency is not permitted for the user, the system will not perform the exchange operation.
3. Payment Type:
    a. The default payment type is set to "Cash". If necessary, it can be changed to another available payment method.

After configuring the parameters, click the "Exchange Calculation" button. The system will display all itinerary exchange options matching the specified conditions.

Exchange calculation view

The user can select the conditions for the exchange calculation. The calculation can be performed as either a Voluntary exchange (following the carrier's standard fare rules) or an Involuntary exchange.

The user can select the currency for the exchange calculation. If the user is not authorized to process transactions in the selected currency, the exchange will not be completed.

The user can change the payment method for the exchange. The default payment method is set to "Cash".

By clicking the "Exchange Calculation" button, the user will be presented with a list of available options that match the specified search criteria.

Next, the user selects the desired reissue option. To do this, the suitable option must be selected in the list of exchange proposals, and the "Select" button must be clicked. If it is necessary to return to the re-pricing options, the user can click the "Show offers" button.

Exchange offers search results

After selecting the most suitable reissue option, the user can view the detailed breakdown for each passenger by expanding the reissue fee line. The MixVel Cashier web application will display the additional collection (or refund) amount for the exchange separately for each passenger and as a total for the entire booking. This allows for an immediate assessment of the financial implications of the exchange, both overall and for each specific passenger.

Exchange calculation view

Before proceeding with the exchange, the user must verify the correctness of the reissue amount and the selected payment method, and confirm their agreement with the re-pricing by ticking the corresponding checkbox.

Total exchange cost with the selected payment method

Therefore, the sequence of actions to perform an itinerary exchange is as follows:

1. The user must open the booking in the system.
2. Navigate to the "Exchange" tab on the booking management panel.
3. In the "Route/Passenger Data" toggle, select "Route".
4. The system will display a new itinerary input form with the following mandatory fields:
   a. Segments for Re-pricing (to be selected from the existing itinerary)
   b. New Itinerary Departure City/Airport
   c. New Itinerary Arrival City/Airport
   d. New Itinerary Departure Date
   e. Additional Options:
      i. Adding multiple routings for calculation via the "+" button.
      ii. Specifying up to two connecting segments per new routing.

After selecting a suitable exchange option:

5. The user must confirm agreement with the exchange terms and conditions.
6. Click the "Exchange tickets" button to execute the operation and initiate automatic fiscalization of the payment.

All financial transactions related to the exchange are automatically fiscalized at the moment the "Exchange tickets" button is clicked.

2.13.2. Order Exchange. Manual calculation.

Manual exchange calculation is not available in the current implementation.

2.13.3. Order Exchange. Modification of Passenger Details After Payment. Automatic calculation.

Passenger data modification exchange view

This functionality is available for orders containing issued tickets and leads to a ticket reissue due to changes in passenger data after the order has been paid.

Note: A passenger's surname and first name cannot be deleted from an order; they can only be corrected.

Important Notice: A preliminary reissue calculation does not guarantee the possibility of passenger data modification. Name modifications may be prohibited by certain carriers. Airlines may also impose specific rules governing when passenger data can be modified after a ticket has been issued. It is strongly advised to consult with the airline before using this option.

Procedure for Passenger Data Modification After Payment

To modify passenger data after payment, the user must:

1. Be in an active order.
2. Select "Exchange" on the management panel.
3. On the exchange page, select "Passenger Data".
4. Select the passenger for modification from the list. Only one passenger can be selected at a time.
5. Modify the passenger's data as required.

Data Modification Constraints in the Current Version:

- Changes to passport or ID document details are not available.
- The user can modify:
  - Surname
  - First Name
  - Middle Name
  - Date of Birth
  - Passenger Type (Category)
  - Gender

Restrictions: It is prohibited to change a passenger's category from an occupying seat (e.g., Adult) to a non-occupying seat (e.g., Infant) or vice-versa.

Managing Changes:

- **Discard Changes:** Click the "red cross" button in the passenger data row. Unsaved changes will be ignored.
- **Save Changes for Calculation:** Click the "double checkmark" button. Changes will be saved for the preliminary calculation, but the original passenger data remains unchanged until the exchange is fully processed.
- **Perform Exchange Calculation:** Click the "Exchange Calculation" button once changes are saved. The application will display the preliminary reissue cost and passenger data modification cost.

Proceeding with Reissue:

- Confirm agreement with the calculated amount by checking the corresponding checkbox.
- Click the "Exchange tickets" button to execute the reissue operation and fiscalize the payment.

Exchange cost calculation block

Exchange Outcomes:

- Successful Exchange: Tickets are reissued, and the user is redirected to the Order page (default "Order" tab).
- Failed Exchange: If the airline prohibits passenger name changes, the user receives the following notification: "Passenger name change is prohibited for this airline

Important Final Considerations:

- The reissue operation cannot be cancelled once initiated.
- If the payment method is changed, the reissue must be recalculated. Without a new calculation, the payment method from the previous calculation will be used.

Editing passenger contact information (e.g., phone number, email address) after payment is not available in the current version of the application.

2.13.5. Passenger Data Modification after payment: Manual Calculation

Passenger data modification after payment in Manual Calculation mode is not available in the current implementation.

2.14. Order Cache

During an active Order session, the MixVel Cashier Web-application maintains a cache of unsaved changes. If a user attempts to navigate away from the current page of the active order or refresh it (excluding following external links), a warning dialog box will appear. If the user selects:

- "NO" - they will be returned to the previous page to save the changes.
- "YES" - they will be redirected to the requested page, and all unsaved changes will be lost.
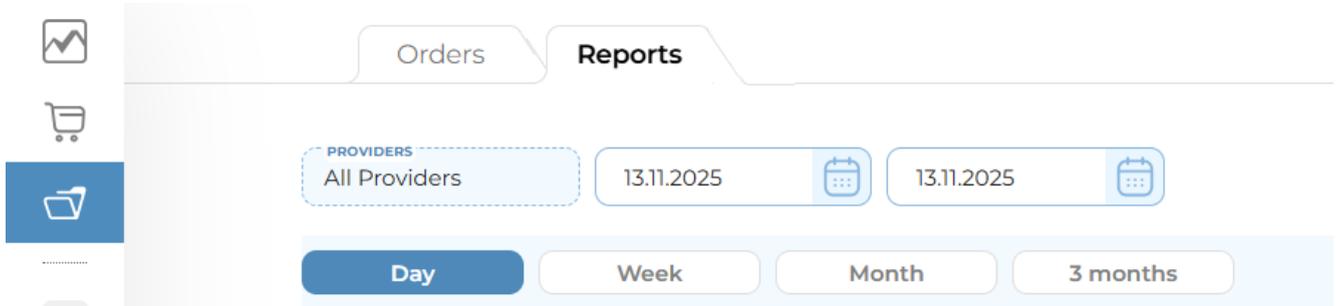

A warning dialog box

2.15. Sales Report

A Sales Report is a list of a user's financial transactions over a specified period. The report includes only the user's own financial operations.

To generate and view a sales report, the user must select the "Orders/Reports" section from the vertical menu in the MixVel Cashier Web-application.

Orders / Reports page

The user can generate reports for the following timeframes:

- Current Day
- Week
- Month
- Three Months
- Custom Period (max. three months)

When selecting a custom period, the user can specify the start date and the end date, defining the range within which the financial transactions were processed.

The report will be generated after selecting the period and clicking the "Generate" button.

Sales report and general financial information

The report table provides the user with the following financial transaction details:

- Line Number: A sequential number assigned based on the transaction processing time.
- Transaction Date and Time
- Document Type:
    - ET - Electronic Ticket
    - EMD - Electronic Miscellaneous Document

- OTH - Other Documents (e.g., an insurance policy from a direct supplier session)
- Document Number(s): The number of the issued document or numbers of linked documents.
- Number of Coupons on the document.
- Payment Currency
- Total Amount of the document or linked documents.
- Fare as part of the document's financial data.
- Taxes & Fees as part of the document's financial data.
- Payment Form used for the document.
- Transaction Type:
  - ISSUE - Sale
  - VOID - Void/Cancellation of Sale
  - EXCH - Exchange/Reissue
  - RFND - Refund
- Order Number to which the document belongs.

During an exchange operation, the "Total" column displays the final amount after the exchange calculation.

This amount reflects the financial result of the exchange — the difference between the cost of the new ticket and the cost of the previously paid ticket:

- If the new ticket cost is higher, the column shows the amount to be paid.
  If the new ticket cost is lower, the column shows the amount to be refunded to the passenger.

2.16. Viewing Orders

To search for orders created by the user within a specified time period, navigate to the "Orders/Reports" section in the left vertical menu of the MixVel Cashier web-application and select the "Orders" tab.

In the window that opens, select the data export period and click the "Generate" button. If information matching the specified parameters is found, the system will display a table listing the orders and their key data.

.

#	Cart	Order	Created	Clients	Service	Total
1	01138-251120-MTA8246	01138-251120-OTA8247	20.11.2025	KIM TAKI	Travel DME-LED 24.11.25	10,12 €
2	01138-251119-MTA7618	01138-251119-OTA7619	19.11.2025	TEST TEST	Travel KZN-SVO 19.11.25	21,00 €
3	01138-251119-MTA7556	01138-251119-OTA7557	19.11.2025	TDT YYY	Travel KZN-SVO 26.11.25	17,00 €
4	01138-251119-MTA7387	01138-251119-OTA7388	19.11.2025	KIM RALY	Travel DME-LED 24.11.25	10,12 €
5	01138-251119-MTA7145	01138-251119-OTA7146	19.11.2025	IVANOV IVAN, IVANOV KID, IVANOV IVANOVA IVAN	Travel TBS-SVO 26.11.25	1 293,03 €

Orders page

The table body provides the user with the following information about their orders:

- Line Number: Sequential number of the row.

- Cart: The cart identifier. Clicking on the ID will open the order for viewing in a new tab.
- Order: The order identifier. Clicking on the ID will open the order for viewing in a new tab.
- Created: The date the order was created.
- Clients: List of passenger full names in the order.
- Service: Information about the primary service in the order (e.g., the main air segment).
- Total: The total cost of the order.

Note: The Orders tab allows the user to view all orders they have created.

The report's data is limited to a 3-month period.

2.12. Access to ISTOCK Information System

For authorized users of the neutral session (TCH), the MixVel Cashier Web-application provides access to the ISTOCK Information System by clicking the corresponding button in the application's side menu. The system window will open in a separate browser tab.
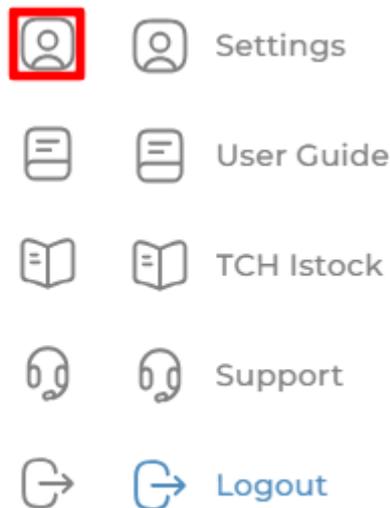
To return to the MixVel Cashier Web-application, switch back to the browser tab with the MixVel logo, located to the left of the current tab.

"Istock" button

2.13. User settings

The MixVel Cashier Web-application provides user-configurable parameters accessible by clicking the "Settings" button. Clicking this button opens the settings page.

"*Settings" button*

User Settings page

Available settings fields:

- **Full Name:** The operator's last name, first name, and middle name, provided during user registration. This information can only be modified by the MixVel Agency Account administrator.
- **Employee of LLC "VIP-TOUR":** Example text. "Employee" is a constant label, and "LLC 'VIP-TOUR'" represents the agency name registered in the account.
- **Login:** The unique agency login used for authorization. Users cannot change the login themselves; modifications require a request to the MixVel Agency Account administrator.
- **Email:** The email address specified in the user's profile within the MixVel Agency Account. Displayed for informational purposes only; changes require a request to the administrator.
- **Password:** Field for managing the account password.
- **Interface Language:** Allows switching the web application interface language. Currently supports Russian and English.
- **Currency:** Option to change the currency for fare displays. Order processing will occur in a currency available to the Point of Sale.
- **POS Terminal, COM Port, and Speed:** Available if the corresponding devices are connected.
- **Department:** Displayed for informational purposes only.
- **Session:** Displays the session in which the user is currently working. Switching sessions is only possible after re-authorization.
- **Color Scheme:** Currently, only the default color scheme is available.

2.14. Technical support

If the user encounters difficulties using the MixVel Cashier Web-application, experiences issues with the MixVel API, or has other questions regarding the MixVel environment, the user can contact technical support by:

1. Using the "Support" item (represented by a headphone icon in the collapsed vertical menu) within the MixVel Cashier Web-application and completing all fields in the form.
2. Sending an email directly to support@mixvel.com.

Defining the Request
To specify the topic of the request, the user must use two mandatory dropdown fields:

- Category (mandatory dropdown list)
- Subcategory (mandatory dropdown list)

If the user selects "Other" as the category or "Miscellaneous" as the subcategory, the application will ask to specify the topic in a newly enabled mandatory text field.

Attaching Files

- Users can attach screenshots and other files to the request.
- Maximum file size: 100 MB per file.
- Maximum number of files: 10 per request.

Feedback form on the support page

Drop-down list of request categories